



State of Illinois
Illinois Commerce Commission
Customer Credits for Telecommunications Carriers
Code Part 732.30
Quarterly Filing

Gallatin River Communications L.L.C.
d/b/a CenturyLink GRC
for quarter ending March 31, 2009

Out of Service More Than 24 Hours	January	March	March	Totals
A. Total dollar amount of all customer credits paid	\$5.15	\$3.12	\$18.20	\$26.47
B. Number of credits issued for repairs - 24 - 48 hours	1	4	16	21
C. Number of credits issued for repairs - 48 - 72 hours	1	0	0	1
D. Number of credits issued for repairs - 72 - 96 hours	0	0	0	0
E. Number of credits issued for repairs - 96 - 120 hours	0	0	1	1
F. Number of credits issued for repairs > 120 hours	0	0	0	0
G. Number of exemptions claimed for each of the categories identified in Section 732.30(e)	0	0	0	0
H. Number of customers receiving alternate phone service rather than receiving a credit	0	0	0	0

Failure to Install Basic Local Exchange Service	January	March	March	Totals
A. Total dollar amount of all customer credits paid	\$6.18	\$3.19	\$6.35	\$16.00
B. Number of installations after 5 business days	0	0	1	1
C. Number of installations after 10 business days	0	0	0	0
D. Number of installations after 11 business days	0	0	0	0
E. Number of exemptions claimed for each of the categories identified in Section 732.30(e)	0	0	0	0
F. Number of customers receiving alternate phone service rather than receiving a credit	0	0	0	0

Missed Appointments	January	March	March	Totals
A. Total dollar amount of all customer credits paid	\$31.88	\$3.12	\$18.22	\$53.22
B. Number of customers receiving credits	12	4	17	33
C. Number of exemptions claimed for each of the categories identified in Section 732.30(e)	0	0	0	0

Comments